

KETS Enterprise VPN

Client Installation Guide (Vendors)

Windows 98, 2000 and XP

Version 2.0

March 16, 2005

I.	KETS Enterprise VPN Client Download and Installation.....	2
II.	Making the connection to the KETS Enterprise VPN Server.....	6
III.	Disconnecting from the KETS Enterprise VPN Server.....	8
IV.	KETS Enterprise VPN client FAQ's.....	8
V.	Microsoft <i>Outlook 2003</i> Authentication Issue.....	9

Update – February 16, 2005: (if applicable)

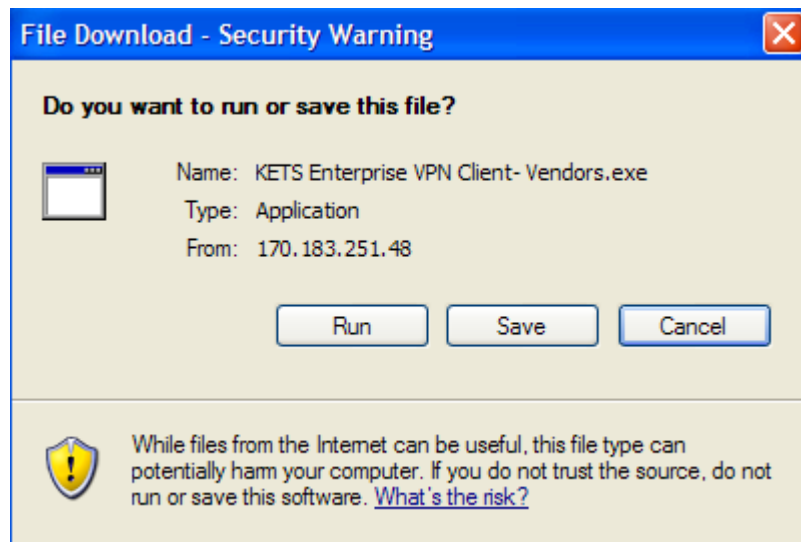
- Before beginning, please click on ***Start*** – go to ***Settings*** – then ***Control Panel*** and select ***Add or Remove Programs***
- When the next window populates, under ***Currently installed programs...***, scroll down and select ***Nortel Networks Contivity VPN Client***
- When ***Nortel Networks Contivity VPN Client*** item expands, click ***Change/Remove*** (you may be asked if you are sure or if you want to proceed, select ***Yes*** to all questions)

I. KETS Enterprise VPN Client Download and Installation.

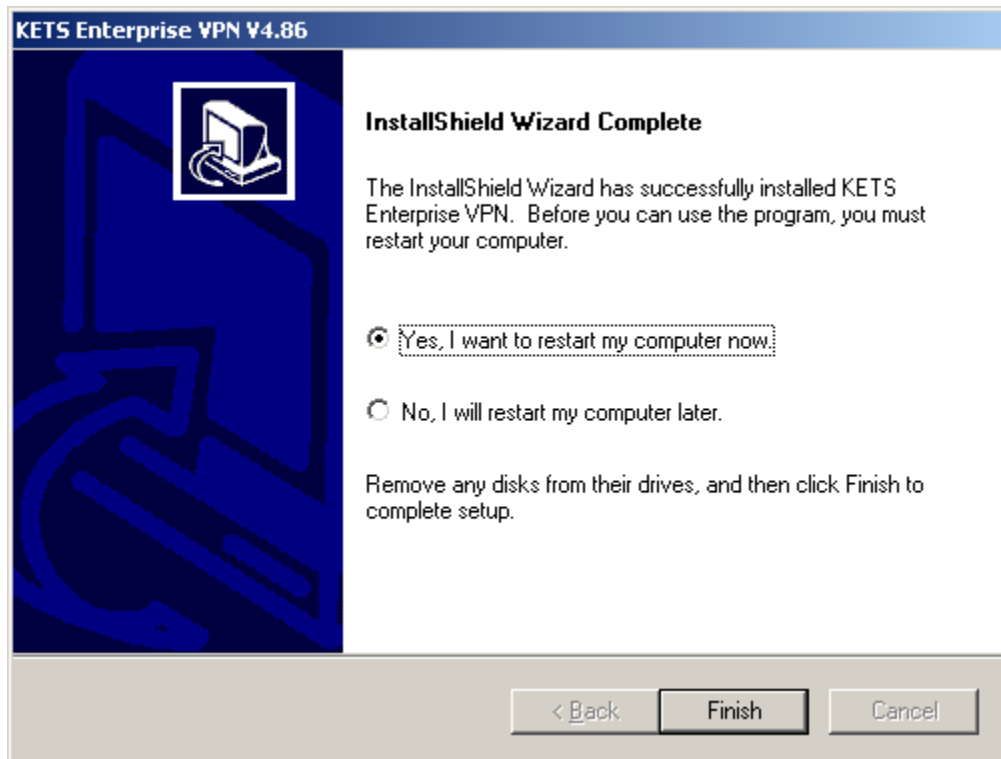
Open Internet Explorer (or current browser) and open the following address:

ftp://170.183.251.48/VPN/KETS_Vendors/KETS Enterprise VPN Client-Vendors.exe

1. Left click on **Run** in the following dialog box:



2. Several dialogue boxes will open and then close during the installation process. Once the installation is complete, you should see the following dialogue box:



3. Verify that **Yes, I want to restart my computer now** is selected and left click **Finish**. Your system should now reboot.
4. Once the system reboots, left click on **Start** then **Programs** or **All Programs**. You should see a new folder (link) named **KETS Enterprise VPN**, which will contain three files/links. Left click on **Contivity VPN Client** to start the VPN application.

5. You should now see the following dialog box:

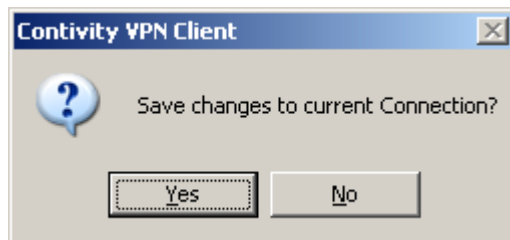


6. For issues during VPN client installation, please contact the KETS Help Desk at ketshelp@kde.state.ky.us or by phone (866) 538-7435.

II. Making the connection to the KETS Enterprise VPN Server.

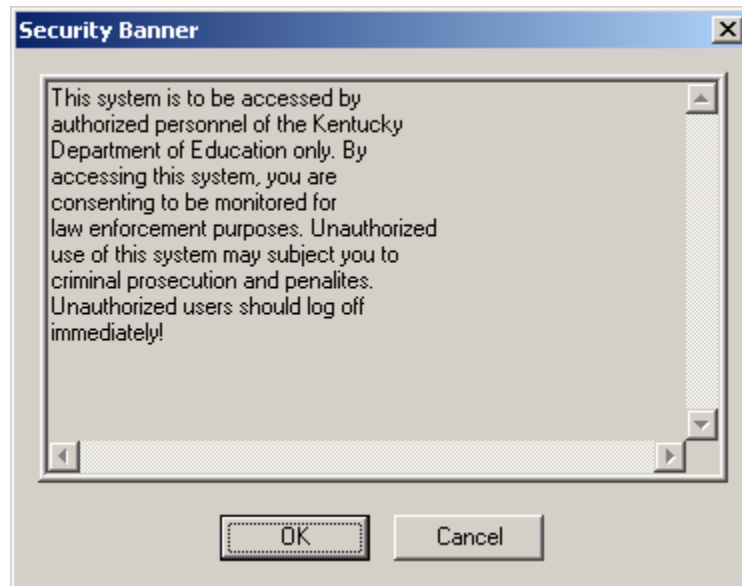


1. Left click on the box to the right of **User Name** and enter Username assigned by the KETS Help Desk.
2. Left click on the box to the right on **Password** and enter initial Password assigned by the KETS Help Desk
3. Left click **Connect** and the following dialog box will appear:



4. Left click **Yes** to save. The client will now remember your username (you will still be required to enter your password each time you connect to the VPN Server).

5. You should now see the following dialog box:



6. Left Click **OK** and the following dialog box will appear:



7. Left click **OK** and this box will close and a KDE logo will appear in the system tray (**lower right hand corner of your desktop**). You are now successfully connected to the KETS Enterprise VPN Server.

III. Disconnecting from the KETS Enterprise VPN Server.

1. *Right* click on the KDE Logo in the system tray (**lower right hand corner of your desktop**). Then click **Disconnect Contivity VPN**.

KETS Enterprise VPN client FAQ's

1. **Can the KETS Enterprise VPN client be used from within the KDE\KETS?**

Answer: Yes, users can use the VPN client from the KETS Network. A user within KDE\KETS would have no advantage in using the KETS Enterprise VPN client; the user would be on their same physical network.

2. **Are there any issues using RAS or other third party dial-up service from a users home to access the KETS network using the KETS Enterprise VPN client?**

Answer: There are no known issues when using VPN with a third party service.

3. **Do you need to be connected with the old VPN Client to download and install the new KETS Enterprise VPN client?**

Answer: No, the download and documentation are publicly accessible.

Microsoft *Outlook 2003* Authentication Issue

The *Outlook 2003* default installation can cause connection issues when using the KETS Enterprise VPN client. When a KETS VPN user logs into the VPN server, and attempts to connect to their Exchange email server using *Outlook 2003*, a default authentication setting could cause *Outlook 2003* to not connect.

Please review the steps necessary to check the authentication method.

- Click on *Start - Settings - Control Panel*
- From *Control Panel* click *Mail*
- Select *E-mail Accounts...* a new window will appear, click *Next*
- Make sure “**Microsoft Exchange Server**” is highlighted and select *Change...* at the right
- In the next window select *More Settings...*, at the lower right, a new window will appear, click the *Security* tab at top
- Under *Logon network security:* make sure only *Password Authentication (NTLM)* is selected, if not, select drop down arrow to right and select *Password Authentication (NTLM)*
- Click *OK* (window on top will disappear) then click *Next*, then click *Finish* and then, in the remaining *Mail Setup – MS Exchange Settings* window, click *Close*
- Try connecting to your Exchange email server using *Outlook 2003* and your KETS Enterprise VPN client